

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Bow Industrial Corporation

New York Manufacturing Extension Partnership

Bow Industrial Employees Learn Forklift Safety

Client Profile:

Bow Industrial, located in Plattsburgh, New York, manufactures injection molded plastic pipes and fittings. Bow Industrial has been in Plattsburgh for more than 20 years and currently employs 71 people.

Situation:

In February 2002, Bow Industrial's management team learned that it needed to train and certify 29 employees on safe forklift operation by the end of March 2002. Realizing that its internal staff was too busy to meet this deadline (and that it did not have the funds necessary to hire outside assistance), Bow contacted the Plattsburgh-North Country Chamber of Commerce, knowing that the Chamber recently secured a government grant earmarked specifically for safety training for companies like Bow. With the funding issue resolved, the Chamber needed to find a local forklift safety training provider that could respond quickly to Bow's need. Sue Matton, vice-president of Business Services for the Chamber, asked the Council for International Trade, Technology, Education, and Communication (CITEC), a NIST MEP network affiliate and division of the New York Manufacturing Extension Partnership, for help.

Solution:

CITEC responded to the Chamber's request using its previous experience with forklift training to put together a proposal and set up a schedule to train and test Bow's employees. Bow's employees learned forklift safety in the classroom first. Next, each employee took a driving test on each type of forklift they used on the job. Upon successful completion of the driving test, each employee received a forklift driver's license valid for three years. CITEC also helped Bow improve its written forklift safety policy and provided training materials and tools that Bow could use to maintain its new forklift program. CITEC completed the work before the end of March, meeting Bow's deadline.

Results:

Trained employees to safely operate the forklifts used on the job.
Implemented a forklift safety policy used to promote a safer workplace.
Completed safety training prior to March 2002 deadline.

Testimonial:

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"When a local manufacturer asked us to set up a forklift training program for their employees we called CITEC, which did an excellent job of designing and conducting the training. When they discovered that the company did not have an operation plan for forklift training, they created one for them. They exceed our expectations and we will certainly use their services again."

Susan Matton, Vice President of Business Services